Directorate of Human Resources

OFFICIAL MAIL HANDLERS' BRIEF

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Qualifications of a Unit Mail Handler

- Must be a U.S. Citizen.
- Must have a favorable National Agency Check.
- Must possess high moral standards.
- Must be financially responsible.
- Must be a high school graduate or equivalent.

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Disqualifiers for a Mail Handler

- Conviction of a crime involving theft or moral turpitude.
- Civil conviction other than minor traffic violations.
- Unfavorable conduct that casts doubt on a persons honesty and integrity.
- Psychiatric disorder, alcoholism, or habit forming drugs.
- Have been previously relieved from postal duties for cause or criminal conviction.

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Daily Duties of a Mail Handler

- Safeguard the mail at all times.

- Pick up mail at the times specified by the Mail and Distribution Center.

- Report known or suspected postal offenses to the unit mail supervisor or commander immediately.

- Return all undeliverable mail to the OMDC by COB.

- Explain why the mail is being returned (leave, PCS, TDY, AWOL, etc.).

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Mail Handler Restrictions

- Cannot pick up mail directly from the US Postal Service.

- Cannot deliver personal mail to individuals who reside in family housing or
  live off the Installation where free US Postal Service is provided.

- Cannot leave mail unsecured.

Delivery and Pick Up of Unit Mail

- Only USPS mailbags, tubs or trays will be used to transport mail.
- No deviations enroute from the OMDC and destination.

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Personal Mail – Incoming and Outgoing

- Outgoing personal mail is handled by USPS only.

- Military personnel, their family members, and DoD civilians traveling under official orders may receive mail through the Mail and Distribution Center until a permanent address is established for a period NTE 90 days.

- Incoming personal mail, <u>if addressed to a quarters address</u>, and delivered to the Mail and Distribution Center **will be automatically returned** to the US Postal Facility for forwarding or return to sender.

- Incoming personal mail from a vendor, such as from an on-line

Addressing

- Labels for use on letters, packages or large envelopes must be addressed according to the recommended format. Labels **MUST BE TYPED!** Handwritten labels will not be accepted. Rubber stamped addresses are prohibited. Improperly prepared labels will be returned for correction and/or completion.

- Capitalize everything in the address. Use 2 letter state abbreviations and eliminate all punctuation (except for the hyphen between the ZIP plus four)
  Use common abbreviations and use ZIP+4 Codes.

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Addressing - continued

The following is the recommended format for addressing to insure efficient handling and delivery by the US Postal Service:

DEPARTMENT OF THE ARMY
US ARMY GARRISON FORT HAMILTON
DIRECTORATE OF HUMAN RESOURCES
113 SCHUM AVENUE
BROOKLYN NY 11252-9500

MR JOHN DOE
123 ANY STREET
ANY TOWN US 12345-0000

Forms Used

PS Form 3801 – Standing Delivery Order

Used to identify agents authorized by the commander to sign for accountable mail and must be updated every six months or whenever a new individual is appointed/added.

PS Form 3883 – Firm Delivery Receipt for Accountable Mail

Used to transfer accountability of accountable mail from one mail clerk to another.

Used to return unclaimed accountable mail to the Post Office.

Forms Used - continued

PS Form 3849 – Delivery of Accountable Mail

Accountable mail will be covered by a chain of receipts until delivery has been made or the mail returned to the Post Office.

PS Form 3800 – Certified Mail

Available on any mail sent First Class or Priority and provides a receipt to the sender and a record of delivery. The receipt MUST be initialed and the organization name entered PRIOR to submitting to the OMDC for mailing.

PS Form 3806 – Registered Mail

Classes of Mail

First Class/Priority-

- Matter that is written or typewritten.
- Matter that is closed against postal inspection.
- Matter having the character of actual and personal correspondence.

Express Mail-

- Provides same day or next day domestic service.
- Guarantees delivery.
- Up to 70 pounds and 108 inches in length and girth combined.

Standard Mail (A)-

- Circulars, booklets, catalogs, and other printed matter.
- Not sealed against postal inspection.

Express Mail

- Shall only be used in cases involving loss of life, personal injury, destruction of property and to prevent the possibility of a judicial ruling against the Army.

- Express Mail must be approved, in writing, by the organization/unit commander/manager.

- Express Mail shall **NOT** be used:

  * To respond to direct actions or requests for information unless using it is the only way to meet a short suspense.

  * For the purpose of correcting administrative oversights such as a late suspense when adequate time existed.

Overnight Services

Overnight services, such as FedEx, UPS and DHL, shall not be used:

- To respond to directed actions or requests for information having a short suspense

- For the purpose of correcting administrative oversights such a late suspense

- On days before weekends or holidays unless the sender has verified someone will be available to accept it and work on it during the weekend or holiday.

AR 25-51, Official Mail and Distribution Management, paragraph 2-32(b) states “The installation OMM must authorize the use of these services.” Requests MUST be in writing prior to their use.

Classes of Mail - continued

Standard Mail (B)-

Weight 16 ounces or more.
Up to 70 pounds and 108 inches length and girth combined.

Accountable Mail-

Registered, certified, insured and Express mail that is released only to
persons authorized to sign for such mail. It provides a mailing receipt and
a record and proof of delivery.

Consolidated Mail-

Mail that is used to forward more than one piece of correspondence to a
single addressee to minimize postage costs.

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Consolidated Mail

Consolidated mailings are:

- Reliable way to ship communications between headquarters, depots,
  installations, and operational units.

- Reduces the number of times the contents are sorted.

- Reduces the costs of postage.

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Consolidated Mail Guidelines

- No classified or accountable mail.
- Cannot exceed 5 pounds.
- Requires a complete “TO” and “From” address.
- Include the words “consolidate mail” or “CM” immediately below the return address.
- Must be in the OMDC prior to 1500 for same day dispatch.

Hazardous Materials

A hazardous material includes many common household and consumer products. These items may not be hazardous during normal use or storage but can present a significant hazard when placed in the mail. The following are some examples of commonly-used items that are considered hazardous and are restricted:

* Perfumes
* Nail polish
* Aerosols
* Bleach
* Pool chemicals
* Paints
* Matches
* Batteries
* Fuels or gasoline
* Dry ice
* Mercury thermometers
* Glues
* Cleaning supplies
* Fireworks
* Airbags

Safe Handling of Mail

Safe handling of mail and other correspondence requires a level of awareness. To identify suspicious packages, letters, and correspondence, look for the following:

- Powdery residue
- Oily stains, discoloration or odor
- Lopsided or uneven envelopes
- Protruding wires
- Excessive security material, e.g., masking tape, string, etc.
- Marked “Personal” or “Confidential”
- Excessive weight
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title but no name
- Misspelled words

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Safe Handling of Mail - continued

If you discover a suspicious letter, package or correspondence

- REMAIN CALM!
- Notify your supervisor IMMEDIATELY.
- Supervisor will evaluate the situation and contact the Directorate of Emergency Services (DES) office if it is deemed necessary. The DES will then notify the appropriate HAZMAT personnel.
- Initiate steps to determine if the addressee is expecting a letter or parcel.
- DO NOT shake or empty the contents of any suspicious mail piece.
- Attempt to contact the sender to identify where the mail came from.

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Bomb Threats

Bomb threats must be taken seriously. They can kill, seriously injure and destroy property. Motives for bombs are often revenge, extortion, terrorism or business related. They have two distinct characteristics which are:

Mail Bombs: can be enclosed in either a letter or parcel. The outward appearance is limited only by the imagination of the sender. Mail bombs may or may not have one or more of the following characteristics:

- Bear restricted endorsements such as “personal” or “private”.
- Have an inaccurate addressees name and/or title.
- Have distorted handwriting, or the name and address may be prepared with homemade labels or cut-and-paste lettering.

Bomb Threats - continued

- Have protruding wires, aluminum foil, oil stains and/or may give off peculiar smells.
- Have a large number of postage stamps.
- Feel rigid or appear uneven or lopsided.
- May appear unprofessionally wrapped with several combinations of tape.
- Is endorsed “Fragile-Handle with Care” or “Do Not Delay”.
- Makes a buzzing or ticking noise or a sloshing sound.

Bomb Threats – continued

Precautions:

If you have any reason to believe a letter or parcel is suspicious, DO NOT take a chance or worry about possible embarrassment if the item turns out to be innocent. Take the following actions:

- DO NOT OPEN THE ITEM

- IMMEDIATELY contact your supervisor who will evaluate the situation and notify DES
  if deemed it is necessary.

  * Isolate the item and evacuate the immediate area.

  * DO NOT put the item in water or a confined space such as a desk drawer or
    filing cabinet.

Bomb Threats - continued

* If possible, open windows in the immediate area to assist in venting potentially explosive gases.

Place Bombs: normally put in place by the bomber. They may be aimed at anyone near them or a specific person. Place bombs may explode when they are moved, when something else is moved, at a specific time, or by remote control. A place bomb may be in a vehicle, a box, a briefcase, a toy, or anything else. Its' appearance and placement are limited only by the imaginations of the bomber. There may or may not be a warning about the bomb from the bomber. DO NOT move suspicious items or items near them under any circumstances.

QUIZ

1. What are 3 qualifications of a mail handler?
   *
   *
   *

2. Which are the following disqualifiers for being a mail handler?

   * conviction of a crime involving theft
   * civil conviction other than minor traffic violations
   * unfavorable conduct
   * all the above

3. What is the most important function of a mail handler?

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4.Is it permissible, as a mail handler, to transport mail in your POV to individuals who reside in family housing?

* yes
* no

5.When is the only time military personnel, their family members and DoD

civilians permitted to receive mail through the OMDC?

6.Can I get personal mail from a mail order catalog or on-line shopping site

through the OMDC?

* yes
* no

7. What is the purpose of a Standing Delivery Order?

8. How often does a PS Form 3801 need to be updated?

9. Is First Class/Priority mail closed against postal inspection?

   * yes
   * no

10. Which is NOT a use of Express Mail?

    * cases involving loss of life
    * to meet a short or late suspense
    * prevent the possibility if a judicial ruling against the Army

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11. What class of mail is used because it is a reliable way to ship communications between Headquarters and Installations and is cost effective?

12. Name 6 common items that are considered to be hazardous and are restricted from mailing.

*	*	*
*	*	*

13. What should you do if you encounter a suspicious letter?

14. Name two types of bombs.

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15. What are some of the characteristics of suspicious mail?

Please print your name		Unit
Phone #		